MOLINA HEALTHCARE

PROVIDER NEWSLETTER

A newsletter for Molina Healthcare Provider Networks

First Quarter 2019

In this Issue

Molina Healthcare's 2018 HEDIS® and CAHPS® Results

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a survey that assesses Molina members' satisfaction with their health care. It allows us to better serve our members.

Molina Healthcare (Molina) has received results of how our members scored our providers and our services.

Medicaid: In 2018, Molina Healthcare performed well in rating of health plan, rating of overall health care, rating of specialist seen most often, and rating of personal doctor. Areas that need improvement include getting care quickly, getting needed care and customer service.

MMP: In 2018, Molina Healthcare demonstrated improvement in getting care quickly, getting needed prescription drugs and doctors who communicate well. In addition, we saw an increase in the percentage of members receiving an annual flu vaccine. We saw decreases with rating of health care, care coordination, customer service and rating of specialists.

Another tool used to improve member care is the Healthcare Effectiveness Data Information Set or HEDIS. HEDIS scores allow Molina Healthcare to monitor how many members are receiving the services they need. Measures include immunizations, well-child exams, Pap tests and mammograms. There are also scores for diabetes care, and prenatal and after-delivery care.

Medicaid: In 2018, Molina Healthcare was able to meet the National Committee for Quality Assurance (NCQA) 75th percentile for Medicaid plans for the following measures: follow-up for children prescribed ADHD medication (Continuation Phase), female adolescents receiving the human papillomavirus vaccine, and diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications. We need to

improve on making sure our members receive timely and regular care, including immunizations, breast cancer screening, cervical cancer screening, and controlling blood pressure for diabetic members.

MMP: In 2018, Molina Healthcare was able to meet the NCQA 75th percentile for Medicare plans for the pharmacy management of COPD exacerbation and use of high risk medications in the elderly measures. Improvements are needed for antidepressant medication management and follow-up after hospitalization for mental illness.

You can look at the progress related to the goals that Molina Healthcare has set for the annual CAHPS survey results and the annual HEDIS measures in more detail on the Molina Website. You can also view information about the Quality Improvement Program and print a copy if you would like one. Please visit the provider page on Molina's website at **www.MolinaHealthcare.com.**

Influenza Update

According to the Centers for Disease Control (CDC), influenza activity in the United States is increasing. Below is a summary of the key influenza indicators for the week ending December 29, 2018:

- Influenza A viruses have prevailed in the United States since the beginning of October.
- The proportion of outpatient visits for influenza-like illness increased to 4.1 percent, which is above the national baseline of 2.2 percent.
- The geographic spread of influenza in 24 states was reported as widespread; Puerto Rico and 18 states (including Illinois) reported regional activity; six states reported local activity.
- A cumulative rate of 5.4 laboratory-confirmed influenza-associated hospitalizations per 100,000 population was reported. The highest hospitalization rate is among children younger than 5 years (14.5 hospitalizations per 100,000 population).
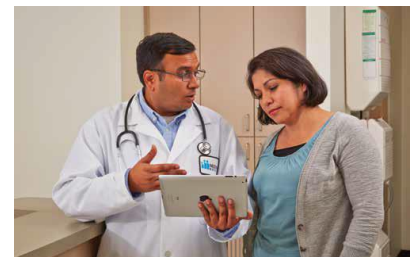
Preventing the Flu
The CDC recommends yearly influenza vaccination for everyone 6 months and older with any licensed, age-appropriate flu vaccine (IIV, RIV4, or LAIV4).

Treating the Flu
Antiviral drugs are a second line of defense to treat the flu if you get sick. Antiviral treatment works best when started within two days of getting symptoms and can lessen fever and other symptoms, and shorten the time you are sick by about one day. They also can prevent serious flu complications, like pneumonia.

For people at high risk of serious flu complications, treatment with an antiviral drug can mean the difference between having a milder illness versus a very serious illness that could result in a hospital stay. For adults hospitalized with flu illness, some studies have reported that early antiviral treatment can reduce the risk of death.

There are four FDA-approved antiviral drugs recommended by CDC this season:
1. Oseltamivir phosphate (available as a generic or under the trade name Tamiflu®) is available as a pill or liquid.
2. Zanamivir (trade name Relenza®) is a powder that is inhaled and is not recommended for people with breathing problems like asthma or COPD.
3. Peramivir (trade name Rapivab®) is given intravenously by a health care provider.
4. Baloxavir marboxil (trade name Xofluza®). Xofluza is not currently covered by Molina.

Source: **www.cdc.gov/flu/index.htm**

Electronic Funds Transfer (EFT)

Molina has partnered with our payment vendor, ProviderNet, for Electronic Funds Transfer and Electronic Remittance Advice. Below are additional benefits and reminders:

Benefits:
*   Providers get faster payment and eliminates mailing time (processing can take as little as three days from submission).
*   Providers can search for a historical Explanation of Payment (EOP) by claim number, member number, etc.
*   Providers can view, print, download and save a PDF version of the EOP for easy reference with no paperwork to store.
*   Transfer Protocol (FTP) and their associated clearinghouse.
*   Electronic Funds Transfers ensure HIPAA compliance.
*   It's a free service for you!

ProviderNet Reminders:
*   ProviderNet is only for providers who have registered for EFT.
*   Providers should always login to their ProviderNet account and view their payment history before contacting Molina about a missing EFT payment.
*   ProviderNet only facilitates the payments from Molina to the provider. Questions regarding claims payment should be directed to Provider Services/Call Center.
*   If a provider receives a Molina payment that is not on their ProviderNet account (frequently Accounts Payable payments), providers should contact Provider Services/Call Center.
*   Providers are reminded to add all National Provider Identifier (NPI) numbers to their accounts that receive Molina payments.

Get started today! Providers who are not registered for EFT payments should contact: Electronic Funds Transfer at: (866) 409-2935, Email: EDI.ERAEFT@MolinaHealthcare.com.

Wear Red Day: Friday, Feb 1, 2019

On February 1, National Wear Red Day, people across the country wear red to raise awareness about cardiovascular disease.

It's true: Heart disease is the top killer in women. Yet, only one in five American women believe that heart disease is their greatest health threat.

Take Amy Heinl, for example, an avid marathon runner and fitness devotee. Heart disease was the furthest thing from her mind – until she collapsed during an early-morning workout. A diagnosis of heart disease followed, and it took her completely by surprise.

"I really couldn't believe this happened to me," Heinl says. "I thought of myself as a healthy person, and I was exercising when it happened. I truly believed I had pulled a muscle." This is why her friend, not Amy, called 9-1-1.

The truth is, women are less likely to call 9-1-1 when experiencing symptoms of a heart attack themselves. It simply doesn't occur to them to do so. And why would it? The bulk of media attention on the disease is focused on men.

Signs and symptoms of heart attack
If you have any of these signs, call 9-1-1 and get to a hospital right away.

1. Uncomfortable pressure, squeezing, fullness or pain in the center of your chest. It lasts more than a few minutes or goes away and comes back.
2. Pain or discomfort in one or both arms, the back, neck, jaw or stomach.
3. Shortness of breath with or without chest discomfort.
4. Other signs such as breaking out in a cold sweat, nausea or lightheadedness.
5. As with men, women's most common heart attack symptom is chest pain or discomfort. But women are somewhat more likely than men to experience some of the other common symptoms, particularly shortness of breath, nausea/vomiting and back or jaw pain.

Here are more unsettling facts:

- 90 percent of women have one or more risk factors for developing heart disease.
- Since 1984, more women than men have died each year from heart disease and the gap between men and women's survival continues to widen.
- The symptoms of heart disease can be different in women vs. men, and are often misunderstood.
- While one in 31 American women dies from breast cancer each year, one in three dies of heart disease.

It's time to focus on finding, and becoming the solution. Here's what you need to know about the causes of heart disease and ways you can prevent it.

What causes heart disease?
Heart disease affects the blood vessels and cardiovascular system. Numerous problems can result from this, many of which are related to a process called atherosclerosis, a condition that develops when plaque builds up in the walls of the arteries. This buildup narrows the

arteries, making it harder for blood to flow through. If a blood clot forms, it can stop the blood flow. This can cause a heart attack or stroke.

But it doesn't end there. Heart disease can take many other forms as well:

- Heart failure or congestive heart failure, which means that the heart is still working, but it isn't pumping blood as well as it should, or getting enough oxygen.
- Arrhythmia or an abnormal rhythm of the heart, which means the heart is either beating too fast, too slow or irregularly. This can affect how well the heart is functioning and whether or not the heart is able to pump enough blood to meet the body's needs.
- Heart valve problems can lead to the heart not opening enough to allow proper blood flow. Sometimes the heart valves don't close and blood leaks through, or the valve leaflets bulge or prolapse into the upper chamber, causing blood to flow backward.

How can I prevent heart disease?
Many things can put you at risk for these problems – some you can control and others you can't. But the key takeaway is that with the right information, education and care, heart disease in women can be treated, prevented and even ended.

Studies show that healthy choices have resulted in 330 fewer women dying from heart disease per day. Here are a few lifestyle changes you should make:

- Don't smoke
- Manage your blood sugar
- Get your blood pressure under control
- Lower your cholesterol
- Know your family history
- Stay active
- Lose weight
- Eat healthy

It's time to Go Red!
There's much more work to be done before heart disease becomes a thing of the past. But together, we can do it. Women who Go Red are helping us uncover the truth about heart disease and have made incredible improvements in their heart health. Are you ready to join us?

Source: **www.GoRedforWomen.org/en/about-heart-disease-in-women/facts**

2019 Provider Manuals

The 2019 Provider Manuals will be available at www.MolinaHealthcare.com in early 2019. The provider manual is intended to offer Molina's contracted providers with guidance in understanding Molina Healthcare's programs, processes and policies. Manuals may be revised as Molina Healthcare's policies, programs or regulatory requirements change. Changes and revisions will be updated and posted to the Molina Healthcare website located at **www.MolinaHealthcare.com**.

Provider Portal Corner

As of October 11, 2018, Third Party Billers (3PB) have access to certain functions in the Provider Portal.

Molina contracted providers my now grant access to their contracted third party billers who will be able to log into the Provider Portal. Once they are registered and granted access by a provider they can utilize the following functionality:

- Member eligibility inquiry
- Member roster
- Claims (inquiry & submission)

To register a 3PB, the Provider Portal Account administrator for the provider's office must invite the 3PB via the Manage Users function. Once the new 3PB user is selected to Invite, the administrator will:

- Select Biller as the user role
- Attest to the Third Party Biller contract and BAA status
- Once the invitation is submitted, the 3PB will receive an invitation via the email address provided.

Please note the following:

- The 3PBs have the ability to toggle between multiple Pay-To groups from the same state with one user ID, similar to the non-3PB Biller role.
- If the 3PBs need access to another state's Pay-To group, they will need to create a separate User ID with a different email address.